Analysis of gaps identified at the Annual Town Clerk Meeting

MV Registration issues from Kelly

1. Need the ability to print "Non-resident" "Foreign National", "60 Day Hardship" on the registration form.
    a. Data : This information is being captured during Registration process in MAAP.
    b. Process Impact: Registration Report needs to revised to retrieve and print this information.
    c. Current IDMS process: This information is hand written by the MA.
    d. Work around: continue to write it by hand on the registration (Note: this has an impact if new printing requirements are implemented)

2. When processing a CTA, we need the ability to be able to go to the new, renewal, and different transfer screens once we enter in all the CTA information.
    a. Process: MAAP has the ability to go to New Registration from CTA and carry over the information of the Vehicle and the Owner. Kelly also needs the ability to be able to go to Renew and Transfer processes from CTA.
    b. Impact: I believe this may be a significant impact as it relates to UI and Sequence Diagrams and every action downstream related to these processes. It is a new process flow from CTA and the ability to carry forward the information of the Vehicle and the Owner to Renew and Transfer processes.
    c. Current IDMS process: This functionality exists in IDMS currently.
    d. Work around: This situation occurs when owners change during transfer / renewal process or when a vehicle is changed during this process. In either situation, a clerk can perform a CTA first and then perform the transfer/renewal. The clerk will be entering the information once (in CTA for a new vehicle or owner) and then searching that vehicle / owner again during renewal/transfer. There is some overlap of effort, but not a significant time impact. The clerks would need to be trained to do a CTA first in this case as they would encounter an error when a Title check is being performed at renewal/transfer registration process. The most common situation it would occur is during a Lease Buyout of a vehicle

Title Process issues from Priscilla

1. Town Clerk only title application (including a screen to collect money at State towards this CTA)
    a. Process: A Town clerk prints the CTA for a customer to bring to DMV to pay for the state fee. The Town Clerk collects $2 for this process. The State will collect the $25 for the application.
    b. Impact:

       i. CTA UI process needs to be revised to have a Town portion and Town and State Portion selections.
     ii. Fee calculation would need to be revised based on these selections ($0 + $2 vs $25 + $2)
   iii. Printing of CTA would need to be revised based on these selections (CTA print will not print a validation line if Town Only is performed)
    iv. New UI would need to be developed to accept the fee when the customer comes to the State (Title Bureau) to drop off the CTA.
         1. Online towns: The application entered at the Town Level would need to searched and retrieved and State fee updated. This would be true for Browser based town and online Vendor Towns.
         2. Offline Towns: In case of an offline town, the State would have to enter this information into MAAP in addition to accepting the State portion of the fee. This would be akin to "State Portion Only" for CTA.

   c. <u>Current IDMS Process</u>: It is handled in IDMS at present.
   d. <u>Work Around</u>: There is no process in MAAP currently that can handle this situation. Need to investigate if the current IDMS screen "Miscellaneous Revenue" can be used in lieu of developing screens to accept monies in the State against this process.

2. A screen to ring the money when a Town only title application comes to DMV: Incorporated above

3. Open text box on a CTA app:
   a. <u>Process</u>: for the towns to type in miscellaneous messages like, Hardship, Non Resident, Title only, etc.
   b. <u>Impact</u>:
       i. UI needs to modified to accept this information.
     ii. Database needs to store this information.
    iii. Report would be modified to retrieve and print this information.
   c. <u>Current IDMS process</u>: Currently they type this by hand.
   d. <u>Work Around</u>: Continue to type this by hand

4. Reprint CTA at the Town Level:
   a. <u>Process</u>: The ability to reprint a CTA
   b. <u>Impact</u>: All the information on the CTA exists in MAAP.
       i. UI needs to be developed (approx 3 screens). A new link from the Main Menu needs to be provided with the ability to retrieve the CTA based on VIN/Owner and then print it with a reason of why a reprint is being performed.
     ii. Database: to log that a reprint has been performed.
   c. <u>Current IDMS process</u>: N/A
   d. <u>Work Around</u>: Currently there is no process in MAAP that can handle this functionality

5. Changing the Veteran box to read Amputee OR Blind not and.
   a. This is a text change and has already been implemented.

6. Ability to blow off a CTA:

a. <u>Process</u>: Deletion of a 'bad dummy' CTA. This has no financial transaction. This is the case for Municipal, leases, rent a cars, ECT when an ownership doesn't change but registration and title will not be an exact match.
b. <u>Impact</u>:
    i. The current UI for CTA would need to be modified to have an ability to generate a CTA number (besides entering it in).
    ii. A report will be generated for all CTA's where a number is generated.
    iii. A UI needs to be developed to retrieve the dummy CTA's and then have the option of deleting the bad dummy CTA's or to change the CTA number on a 'good' dummy CTA.
    iv. Database Impact: It would need to be identified if this would be a physical database delete or would the record move over to history table (most likely History Table).
c. <u>Current IDMS process</u>: This is a current IDMS process.
d. <u>Work Around</u>: Currently there is no process in MAAP that can handle this functionality.